

### Abstract

In one aspect, the invention relates to a method for creating a supplier-rating matrix for rating services of a supplier. The method includes defining a plurality of job attributes each including a plurality of sub-attributes, each sub-attribute representing a range of job attribute values and defining a job attribute vector associated with the supplier, the job attribute vector including a plurality of dimensions each corresponding to a sub-attribute. The method further includes defining a plurality of performance metrics and defining a performance vector associated with the supplier, the performance vector including a plurality of dimensions each corresponding to a performance metric. The method further includes defining a initial values for the job attribute vector and the performance vector and generating a supplier rating matrix for the supplier by mathematically combining the job attribute vector and the performance vector.

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